



LOWELL REGIONAL WATER UTILITY

815 Pawtucket Boulevard • Lowell, MA 01854

Phone 978.674.4240 • Fax 978.970.4235

Bill Dispute - Request for Abatement

Deadline for submittal of an application for abatement is 30 days after the issuance date of the bill in dispute. Applications will be reviewed by the Billing Department. It is estimated it will take approximately 8 weeks for an application to be reviewed. Disputes requiring abatements/adjustments will be submitted to the Abatement Board for approval prior to processing.

An application for abatement will not be considered unless all prior bills on the account are paid in full and a payment is made on the bill in dispute in an amount equal to the bill issued for the same period in the prior year. For an applicant who does not have a prior billing history, the City of Lowell will determine an amount to be paid on the bill in dispute based on the number of occupants in the home during the period in dispute and industry averages of usage per occupant.

Any interest that accrues on the unpaid balance of the disputed bill, while pending review, will be waived upon completion of the abatement process.

APPLICANT INFORMATION

NAME: _____

ADDRESS: _____

TELEPHONE: _____ E-MAIL: _____

PROPERTY INFORMATION

ACCOUNT NO. _____ SAME AS APPLICANT? ☐ YES ☐ NO

ADDRESS: _____

DISPUTED BILL INFORMATION

BILL NUMBER: _____ AMOUNT: _____

REASONS(S) FOR WHICH AN ABATEMENT IS REQUIRED (please attach supporting documentation; if abatement is sought for relief due to a leak, please provide a plumber's invoice showing the leak has been repaired).

SIGNATURE OF APPLICANT

DATE OF APPLICATION

DATE RECEIVED (Office Use Only): _____